



## Recommendation for Action

**File #:** 19-1855, **Agenda Item #:** 34.

6/6/2019

### **Posting Language**

Authorize negotiation and execution of a multi-term contract with The Northridge Group, Inc., to provide quality monitoring services for the Utility Contact Center, for up to five years for a total contract amount not to exceed \$2,921,000.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

### **Lead Department**

Purchasing Office.

### **Client Department(s)**

Austin Energy.

### **Fiscal Note**

Funding in the amount of \$195,000 is available in the Fiscal Year 2018 -2019 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

### **Purchasing Language:**

The Purchasing Office issued a Request for Proposals (RFP) 1100 EAL3000 for these services. The solicitation issued on October 8, 2018 and it closed on November 6, 2018. Of the four offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents](https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=126791)  
<[https://www.austintexas.gov/financeonline/account\\_services/solicitation/solicitation\\_details.cfm?sid=126791](https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=126791)>.

### **For More Information:**

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or [AgendaOffice@austintexas.gov](mailto:AgendaOffice@austintexas.gov) <<mailto:AgendaOffice@austintexas.gov>>

NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: Liz Lock, at 512-322-6251 or [Liz.Lock@austinenergy.com](mailto:Liz.Lock@austinenergy.com) <<mailto:Liz.Lock@austinenergy.com>>.

### **Council Committee, Boards and Commission Action:**

May 13, 2019 - Recommended by the Electric Utility Commission on an 8-0 vote, with Commissioner Weldon off the dais and Commissioners Hadden and Stone absent.

### **Additional Backup Information:**

The contract will provide quality monitoring services for the Utility Contact Center (UCC). The UCC receives

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about 120,000 calls, emails, and faxes per month related to the City's electric, water, and solid waste services. In an effort to enhance the customer service experience, the contractor will assess the existing quality assurance program to identify customer needs, monitor customer satisfaction, and address customer interaction challenges. The contractor will collaborate with Austin Energy to improve the overall quality assurance program by providing recommendations based on evaluations, developing procedural guidelines for call types, and expanding the type of calls being monitored to include outbound calls and escalations.

The services will include expert evaluation of calls, email, chat, and social media to improve performance at the agent, system, and program level. Speech analytics as well as other telephony and quality assurance technology will be used to assist with identifying and trending call types and behaviors to strengthen analytical insights. Critical behaviors will be identified through real-time and recorded customer interactions. The contractor will provide coaching and training solutions that will provide actionable feedback to agents to improve overall skills and processes at the UCC.

This is a new contract. An evaluation team with expertise in this area evaluated the offers and scored The Northridge Group, Inc. as the best to provide these services based on concept and solutions, cost, prior experience and personnel, local business presence, and service-disabled veteran business enterprise preference.

**Contract Detail:**

<b><u>Contract Term</u></b>	<b><u>Length of Term</u></b>	<b><u>Contract Authorization</u></b>
Initial Term	2 yrs.	\$1,170,050
Optional Extension 1	1 yr.	\$ 583,650
Optional Extension 2	1 yr.	\$ 583,650
Optional Extension 3	1 yr.	\$ 583,650
<b>TOTAL</b>	<b>5 yrs.</b>	<b>\$2,921,000</b>

**Note:** Contract Authorization amounts are based on the City's estimated annual usage.